



User Assistance and Outreach

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National Center for



Computational Sciences

OAK RIDGE NATIONAL LABORATORY
U. S. DEPARTMENT OF ENERGY

Mission

Generate user satisfaction and advocacy by delivering seamless access to NCCS resources, providing swift and effective front-line support, and showcasing NCCS research in strategic communication activities.

User Assistance and Outreach Team



Julia White

Ying Ding

Chris Fuson

Christian Halloy

Sherry Hempfling

Marsha Henley

Bill Renaud

Robert Whitten

Kwai Wong

User Assistance Center

Phone response 24x7. User Assistance Center staffed 9-5 ET, Monday through Friday.

Request Tracking system enables us to assign user inquiries to staff for follow up and resolution.

All email questions are triaged by User Assistance and assigned within one business hour.



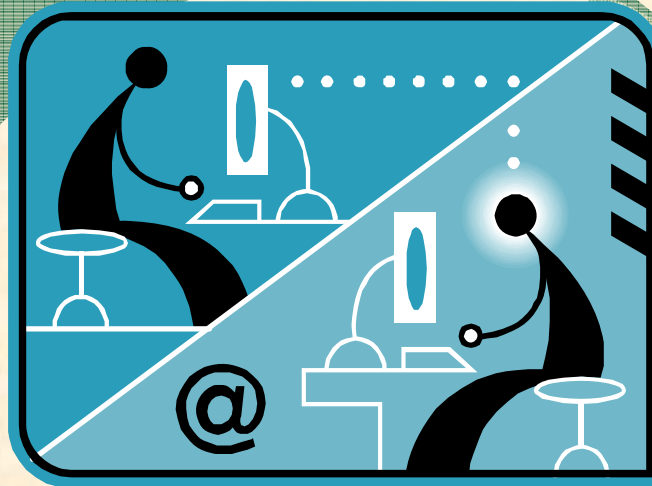
User Assistance Center

Allocation Management

Getting Started

Running Code

Account creation



Research Highlights

Meetings

User Assistance Center

- Accounts
- General system questions
- Batch queue assistance
- Documentation
- Scripts
- Compiling/Optimization/
General code help
- Software installation



Triage for UA
help@nccs.gov

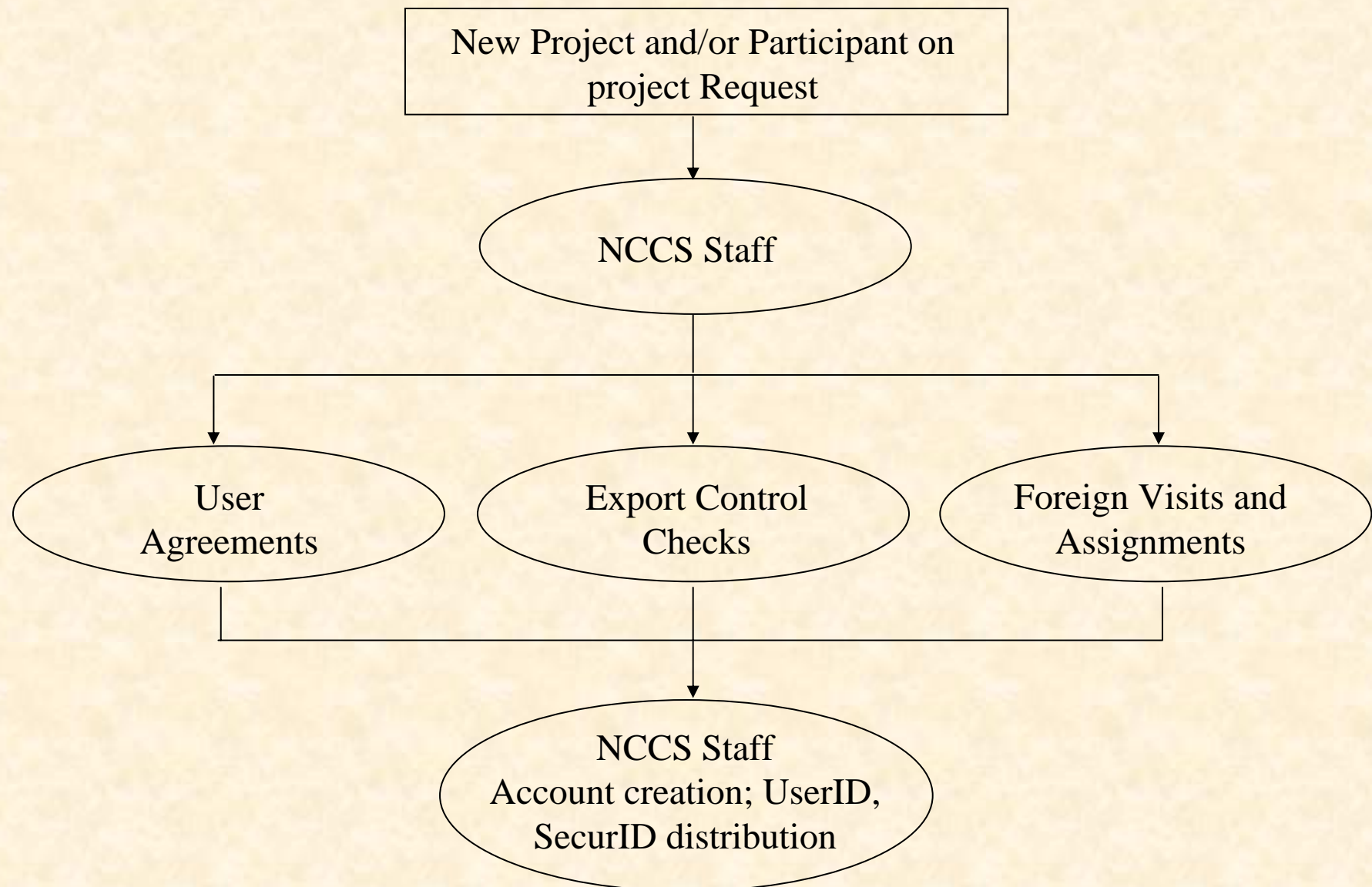


More Activities

- Standardization of software installation
- Resource allocation tracking
- Allocation report generation
- Highlights of activities, research
- Workshop organization
 - Science Themes
 - Hands-on Tutorials
 - End Station Meetings

User-Input Driven!

Account Creation



Processing Access Requests

- Follow all requirements of DOE O 142.3
- Leverage ORNL FVA program to vet all foreign national users of NCCS computers
- Each project also receives export control review to insure that we comply with DOE and DOC orders and rules